
Patient Responsibilities

As a patient, we want you to get the best possible care. We need your help in keeping you healthy and taking care of your illnesses.

We need you to:

- Give us complete and accurate information about your health and well being. This includes how you feel now, any illnesses or operations you have had, medicines you are taking, and other health matters
- Listen to suggestions from your doctor, nurse, social worker, pharmacist, dietitian, or others and tell them how you feel about these suggestions
- Let us know when you agree or disagree with your suggested care and ask to have care changed if necessary.
- Follow the plan you and your doctor have made about your health and well being.
- If you decide not to follow the plan, accept and be responsible for the end results.
- Ask questions about anything you don't understand
- Report changes in how you feel to your doctor or nurse
- Be on time for all appointments or let us know if you cannot keep them
- Be responsible for personal items you choose to keep with you. This includes money, clothing, and jewelry.

Finally, when you leave our care, we need to be sure you understand what to do at home. This means knowing about:

- Your medicines and diet,
- Who to call if you have trouble,
- What you need to do to take care of yourself, and
- When and if you have a follow up appointment.

If you do not understand any of these things, please ask a health care person to explain them.



Mental Health Outpatient Services



Mental Health Services

Veterans are offered Mental Health Services at the following locations in the North Florida/South Georgia Veterans Health System.

Gainesville Division Lake City Division
Tallahassee Outpatient Clinic
Jacksonville Outpatient Clinic
Daytona Beach Outpatient Clinic
Ocala Community Based Out-patient Clinic (limited services)

How to get care in the Mental Health Programs

Veterans can be referred to all Mental Health Programs by **any medical provider in the health system**. Each veteran is assigned for an assessment and then a plan for care is made.

If you wish to receive care in the Mental Health Clinic, ask your medical provider for a referral.

To assure the highest quality care with the most convenience for the veteran, the NF/SG System Mental Health Clinics provide pre-scheduled appointments. Veterans without appointments may need to wait until all scheduled patients are seen. Calling ahead will allow the clinic to give an estimate on wait time to be seen without a scheduled appointment. In order to remain active on the clinic rolls, please call to cancel if unable to keep an appointment. Inpatient Acute Psychiatric stabilization is available only at the Gainesville Division. Both Gainesville, and Lake City Divisions have Residential Treatment Programs for Substance Dependence and Abuse. Admission to these programs requires initial outpatient screening and assignment of a Case Manager. Random toxicology screens are a possibility in the Outpatient setting.

Specific Mental Health Services by Station

Gainesville Division

Mental Health Clinic
Post Traumatic Stress Disorder Clinical Team (PCT)
Mental Health Intensive Case Management (MHICM)
Substance Abuse Treatment Team (SATT)
Women's Clinic

Lake City Division

Mental Health Clinic
Substance Abuse Treatment Team
Compensated Work Therapy (CWT)

Daytona Beach Outpatient Clinic

Mental Health Clinic
Day Treatment Program
Substance Abuse Evaluation and Counseling

Jacksonville Outpatient Clinic

Mental Health Clinic
Compensated Work Therapy (CWT)
Substance Abuse Evaluation and Counseling

Tallahassee Outpatient Clinic

Mental Health Clinic
Substance Evaluation and Counseling

Ocala Outpatient Clinic

Substance Abuse Evaluation and Counseling
Limited Outpatient Services

Patient Rights

As a patient, you have the right to get quality health care. We promise to do our best to give this care and help meet your health and illness needs. We are here for you. As you get care, we want you to know you have certain rights.

You have the right to:

- Be treated with dignity and respect
- Privacy
- Know the names, titles, and jobs of people who give care to you
- Get information about your health, illnesses, and care in a way that you can understand
- Make decisions about your care
- Refuse any care you do not want
- Have information about your health and care kept confidential
- Be cared for in a safe setting, free from abuse or harm
- Get information about a Living Will or Advance Directive, and make your wishes known
- Be kept as comfortable as possible

If at any time you feel any of these rights are being violated, you have the right to complain. You can make a complaint to any health care worker, such as a doctor, nurse, or social worker. You can make a complaint without fear that it will affect your health care or benefits.

If you cannot work out a problem to your satisfaction, you can ask to talk to your Patient Representative.
